

City of Claremont, New Hampshire Position Description

Position Title:	Communication / Records Manager	FLSA Status:	Exempt
Reports to:	Police Chief	Union/Merit:	Merit
Department:	Police, Communications	Grade Level-Points:	
		Revised/Updated:	10/28/2005

Job Summary

The Communication / Records Manager is a civilian non-sworn member of the department. A member of this classification supervises the activities of the Communication / Records Division. He/She will perform highly responsible administrative and supervisory work in planning, organizing and directing the division. Work consists of broad functions and processes of both administrative and professional character. Duties shall consist of, but are not necessarily limited to, a number of supervisory functions and the responsibility for planning, directing, coordinating, controlling and staffing activities of the Communication / Records Division. Guidelines include Federal and State Constitution, New Hampshire Law, By-Laws, contract between the City and Police Union, court regulations and Department Policies and Procedures. Guidelines are broad and require considerable independent judgment or may be obscure or non-existent for some aspects of work. He/She is responsible for the efficient operation of the Department's computer system and records keeping function. The Communication / Records Manager will insure that all the personnel under his/her command perform their duties according to proper policies and procedures and that they follow all rules and regulations. An incumbent in this position assures the performance of all clerical and record-keeping duties, requiring a working knowledge of office practices and a significant amount of keyboarding and filing, in which there is likely to be a great deal of confidentiality. The Communication / Records Manager reports directly to the Chief of Police.

Essential Job Functions (Except as specifically noted, the following functions are considered essential to this position. The listed examples may not include all duties found in this class)

1. Serves as Communication / Records Division Commander by planning, directing and supervising its efficient operation. Reviews activities through reports prepared by subordinates, conferences with personnel and on-site inspection or participation; coordinates functions with other department personnel.
2. Develops staffing and program plans, studies calls received and other reports to determine trends and make recommendations for changes in organizations and operating procedures to obtain the most effective results within the division.
3. Must have clear understandable speech.
4. Participates in departmental policy making; assists the Chief of Police in drafting special orders and operating procedures; may be responsible for partial preparation of operating budget for the Communications 911 budget.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The use of an 8 hour day is to show the typical condition requirements for sitting, walking and standing and should not be construed that all jobs are 8 hours.

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5. Evaluates performance, disciplines (subject to approval of Chief of Police) and participates in the recruitment and selection of personnel; insures that all personnel are receiving adequate training to accomplish their tasks and recommends specific individual training as needed. Advises all subordinates of new developments in Federal, State and municipal law and departmental regulations that impact the Communication / Records division.
6. Serves as a representative of the Department and/or for the Chief of Police at various meetings and functions with the public and other public safety organizations; provides assistance to persons who have questions or complaints concerning the department.
7. Coordinates administrative functions within the Department including the compiling and preparation of necessary reports. Maintains sufficient office supplies to ensure efficient department operations.
8. Maintain or supervise the maintenance of all communications equipment, consoles, base radios, recording devices, cruisers and portable radios, telephone systems, auxiliary power systems and other associated equipment, and be acquainted with the basic operation of each.
9. Maintain service and FCC records on all communications equipment and maintain current FCC licenses.
10. Assigns duties to assure proper performance of the members under his/her command.
11. Insures that the Department's goals and objectives are being met. Promotes management philosophy.
12. Assist in the administration of the Department as required through the Office of the Chief of Police.
13. May serve as clerk to the Police Commission, taking minutes for each Commission meeting and overseeing the preparation for the next Commission meeting as part of packet preparation and distribution duties.
14. Create, develop and maintain schedules, attendance, and payroll records. Ensures that a current record of the names, addresses and telephone numbers of all members and employees, and the badge (call) numbers of all officers is maintained and up to date.
15. Participate in Emergency Management.
16. Develop plans for special events and details, as assigned.
17. Assists Communications Specialists during high-demand periods.
18. Directs the receipt, examination and filing of records.
19. Analyzes statistical data and reports the same to the Chief. Assists in the preparation of monthly and annual reports.
20. Perform all other duties as required by proper authority.

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Peripheral Duties

Perform the duties of subordinate personnel as needed.
Analyze and recommend improvements to equipment and facilities, as needed.
Participate in various committees.

Includes specialized work in receiving and dispatching police, fire, emergency, medical and other public safety services and in performing a variety of related duties. While Communications Specialists work under a number of established guidelines and procedures, all situations cannot be foreseen. The incumbent may be required to exercise independent judgment in handling emergency and non-emergency situations. At times the incumbent will have to deal with people over the phone, radio, or in person who are in a stressed or agitated condition.

Desired Minimum Qualifications

Education and Experience:

Graduation from an accredited college or university with a Bachelor's degree in a business-type curriculum, and four (4) years of experience in a management position. Some experience in the operation of two-way radios, operation of computers and electronic telephone systems and dealing with the public. Experience in a general office situation, where record-keeping was a significant portion of the work. Or any equivalent combination of training and experience which demonstrates the possession of the knowledge, skills and abilities required to satisfactorily perform on the job.

Necessary Knowledge, Skills and Abilities:

Knowledge of :

- Thorough knowledge of applicable laws, ordinances, and department rules and regulations.
- Administrative policies and procedures related to the administration of the Department.
- Radio operating requirements and techniques.
- Word processor or computers.
- The street system and geography of the City and surrounding jurisdictions, especially those served by the Emergency Dispatch Center.
- Equipment in the Communications Center.
- Modern office methods, procedures, equipment, business letter-writing, and standard clerical techniques.
- Effective time management.
- Record keeping, report preparation, filing methods and records management techniques.
- Extensive knowledge of the principles, practices and techniques of office and administrative management, including office practices and procedures.

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Ability to:

- Train and supervise subordinate personnel.
- Effectively communicate in writing and verbally.
- Establish and maintain effective working relationships with subordinates, peers and supervisors.
- Give verbal and written instructions.
- Make independent judgments which have critical impacts on the organization.
- Develop, within a reasonable period of time, skill and speed in operation of radios, computers, and related equipment and to demonstrate knowledge of public safety functions and procedures.
- Think and act quickly, accurately and calmly under stressful, emergency situations.
- Monitor several control and alarm panels and to make a decision on how to handle a particular problem.
- Demonstrated ability to communicate both orally and in writing and to speak clearly in a well-modulated voice.
- Maintain electronic and written records and prepare reports and to document any and all information pertaining to the activities and responsibilities of the position.
- Maintain confidentiality.

Skill in:

- Using tact, discretion, initiative and independent judgment within established guidelines.
- Operating general office equipment.
- Compiling, composing, and maintaining reports.
- Understanding and carrying out complex written and oral instructions.
- Organizing work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction.
- Using computers to create and manage files, records, spreadsheets and databases and to enter and retrieve information.
- The use of the computer system and the trouble shooting of problems involved with all hardware and software in use by the Department.
- The use of all equipment available for use by dispatcher.

Supervision Received

The Communication / Records Manager works under the general supervision of the Police Chief, but considerable latitude is permitted for independent action and scheduling.

Supervision Exercised

Exercises supervision over all communications and records staff.

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Responsibility For Public Contact

Daily contact requiring courtesy, discretion, and sound judgment. The incumbent needs to be able to receive and dispatch many calls in a courteous, efficient manner, and to be able to answer questions from the public using tact and firmness. The incumbent must be able to communicate in a friendly and efficient manner with other emergency and non-emergency agencies. Other contacts include maintaining relationships with the news media and answering questions of the general public. The employee receives occasional verbal abuse, although this is not a significant factor in the work.

Licensing & Certification

Tools & Equipment Used

Personal computer including Microsoft Office software, accounting software, dispatch equipment, two-way radios and associated equipment, telephone, typewriter, calculator, copy machine, fax machine, etc..

Typical Work Surface(s): Standard office desk and chair; tables; computer work station, wood, tile, cement and carpeted floors.

Typical Controls & Equipment: Calculator, computer, printers, telephone, typewriter, copy machine, fax machine, General dispatching equipment such as two-way radios, alarm panels, pagers, etc.

Typical Work Environment: Inside: 99% Outside: 1%

Summary of Occupational Exposures: May be exposed to cleaning fluids, copier toner, etc.

Physical Activity Requirements

Primary Physical Requirements

<u>LIFT up to 10 lbs.:</u>	Frequently required
<u>LIFT 11 to 25 lbs.:</u>	Occasionally required
<u>LIFT 26 to 50 lbs.:</u>	Rarely required
<u>LIFT over 50 lbs.:</u>	Rarely required

Other Physical Considerations

<u>Twisting:</u>	Occasionally required
<u>Bending:</u>	Occasionally required
<u>Crawling:</u>	Rarely required
<u>Squatting:</u>	Occasionally required

Kneeling: Occasionally required

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<u>CARRY up to 10 lbs.:</u>	Occasionally required	<u>Crouching:</u>	Occasionally required
<u>CARRY 11 to 25 lbs.:</u>	Occasionally required	<u>Climbing:</u>	Rarely required
<u>CARRY 26 to 50 lbs.:</u>	Occasionally required	<u>Balancing:</u>	Rarely required
<u>CARRY over 50 lbs.:</u>	Rarely required	<u>Grasping:</u>	Frequently required
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<u>REACH above shoulder height:</u>	Occasionally required	<u>Handling:</u>	Frequently required
<u>REACH at shoulder height:</u>	Occasionally required	<u>Torquing:</u>	Occasionally required
<u>REACH below shoulder height:</u>	Occasionally required	<u>Fingering:</u>	Frequently required
<u>PUSH/PULL:</u>	Occasionally required		

During an 8-hour Day, Employee is Typically Required To:

	<u>Consecutive Hours</u>	<u>Total Hours</u>
Sit	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Stand	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Walk	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8

Cognitive and Sensory Requirements:

<u>Talking:</u>	Necessary for communicating with others.
<u>Hearing:</u>	Necessary for taking instructions and information.
<u>Sight:</u>	Necessary for performing job effectively and correctly.
<u>Tasting & Smelling:</u>	May be necessary to detect odors.

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